

TEKWORX BUSINESS BROADBAND – ADSL2+ ANNEX A

INFORMATION ABOUT THE SERVICE

This is a fixed broadband service which delivers high speed broadband via choice of 3rd party carriers.

Tekworx's ADSL2+ is a best effort service which requires a basic telephone connection (phone line) to operate. It can deliver broadband speeds up to 20Mbps download and 3Mbps upload. Actual speeds achieved will vary based on the quality of the copper lines into your premises and the distance from your local telephone exchange. Speeds are not guaranteed.

MINIMUM TERM

12 months. Tekworx can provide temporary ADSL2+ services chargeable on a month to month basis, note pricing will vary.

INFORMATION ABOUT PRICING

HARDWARE

Tekworx will supply a pre-configured Netgear ADSL2+ modem with costs varying based on contracts nominated by you. Tekworx can supply a standard or enhanced modem at the following prices;

Standard Wi-Fi Modem

12 month term - \$99.95 ex GST
24 month term - \$49.95 ex GST
36 month term - \$0.00

Enhanced Wi-Fi Modem

12 month term - \$149.95 ex GST
24 month term - \$99.95 ex GST
36 month term - \$49.985 ex GST

ACTIVATION/CONNECTION FEES

The following connection fees apply to Tekworx's ADSL2+ service;

12 month term - \$150.00 ex GST
24 month term - \$49.00 ex GST
36 month term - \$0.00

MONTHLY MINIMUM CHARGES

Your monthly ADSL2+ charges are based on the plan nominated by you, each with an allocation of monthly download data usage in gigabytes (GB's). Uploaded data usage is NOT counted against your monthly data allocation. You may increase your data plan at any time during the contract term. Your monthly data period starts on the 13th day of each calendar month.

The following Monthly Plan fees are as follows, and all prices below exclude GST.

Pay as you go Plan - \$49.95 (p/mth + \$1.95 p/GB)
10GB Plan - \$59.95 (\$1.00 per GB)
25GB Plan - \$64.95 (\$0.60 per GB)
50GB Plan - \$69.95 (\$0.40 per GB)
100GB Plan - \$79.95 (\$0.30 per GB)
250GB Plan - \$89.95 (\$0.27 per GB)
200GB Plan - \$99.95 (\$0.25 per GB)
500GB Plan - \$139.95 (\$0.18 per GB)
Unmetered Plan - \$159.95 – Telstra Network
Unmetered Plan - \$79.95 – AAPT Network
"Special".

ADDITIONAL USAGE CHARGES

Additional usage charges apply for exceeding your monthly usage allowance, the charge is \$0.25 per Megabyte used. Tekworx will notify via e-mail, the primary account holder and any nominated recipient provided by you when your monthly data allocation achieves 50%, 85% and 100% of your allowance usage. Upon receipt of these warning applications we invite you to call our customer support team who will help to facilitate a plan and increase prior to our monthly bill run.

DATA CHARGES IN AUSTRALIA

Data is measured in Megabytes and Gigabytes, with 1000 Megabyte equalling 1 GB for the purpose of billing

CRITICAL INFORMATION SUMMARY



EARLY TERMINATION CHARGES

If you cancel your service within the contract term, Tekworx will charge you the remaining months of the contract. If you relocate premises where Tekworx does not have coverage, early termination fees apply.

OTHER CHARGES

Tekworx will charge a service relocation fee of \$150 per service. Should you choose to re-start your contract term chosen will apply. See Activation/Connection fees details above.

Tekworx will charge \$35 fast churn charge on 12 month contracts only, for 24 & 36 month terms this charge is waived. Fast churn is an industry process allowing broadband providers within 5 days where existing services are in place.

Additional IP addresses – Each ADSL2+ service is provisioned with a static IP address, additional IP addresses are available upon request and are charged at \$10 per IP address on the Telstra Network, or \$8 on the AAPT Network.

OTHER INFORMATION

In addition to Tekworx e-mailing data usage notifications when your monthly usage allocation reaches 50%, 85% and 100%, you can monitor your monthly usage profile by visiting www.tekworx.com.au.

Customer Support & Complaints Procedure

To seek customer support or to make a complaint, please contact us at:

Ph: [1300 730 341](tel:1300730341)

Email: feedback@tekworx.com.au

For full contact information please visit our website.

Further Investigation

If we cannot resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058